EDD Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Manager I	Section Chief
NAME OF INCUMBENT:	POSITION NUMBER:
Click here to enter text.	280-347-1405-003
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Application Admin & Operation Support Section	*Click here to enter text.*
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Production Services Division	CEA
BRANCH:	REVISION DATE:
Information Technology Branch	8/11/2021

Duties Based on: ☒ FT   ☐ PT– Fraction _____   ☐ INT   ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☐ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☒ Client Services

☐ Information Security Engineering   ☒ Software Engineering   ☒ System Engineering

Under the administrative direction of the Production Services Division (PSD) Chief, the Information Technology (IT) Manager I serves as the Operation Support Section Chief. This Section is comprised of the Application Administration, Change and Release Management, and the Move, Add, and Change (MAC) Coordination Groups. The Operation Support Section provides department-wide IT services including administration of Work Intake and Change Control requests, Commercial Off the Shelf (COTS) application administration and support, and administration of employee move/adds/change IT requests including analysis, case management, process improvement, and training.

As a member of the Information Technology Branch (ITB) Management Team, the incumbent collaborates with managers and staff on Branch initiatives, policy and standards development, and educational activities,

and may serve as a project manager and/or lead for these efforts. The incumbent may also represent ITB's interests by participating on Department task forces and workgroups.

The incumbent contributes toward the growth of ITB into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Percentage of Duties	Essential Functions
45%	Manages, directs and coordinates resources and workload through subordinate managers in the Operation Support Section (Change and Release Management, MAC Coordination and Application Administration areas) to ensure the mission of each group is accomplished within budget, according to the quality, timeliness, performance, and security standards established for each operation. Develops and administers the Section's strategic and operational direction. Ensures the production and performance standards as documented in Service Level Agreements, Interagency Agreements, contracts, or other documentation are met. Maintains the necessary data to assess resource and management issues. Oversees resource management by ensuring requirements for staff, equipment, space, funding, etc. are identified and available to the section. Ensures operations are adequately staffed and that staff is adequately trained and aware of operational security requirements. Establishes and maintains policies, practices, and procedures that are consistent with the Employment Development Department's (EDD) needs, goals, and objectives.
20%	Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner according to the EDD Personnel Management Handbook. Manages administrative activities for group staffing and budgeting. Plans group's workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
20%	Recommends, develops, proposes, and plans high-level, sensitive projects or studies, or performs staff work for the Division Chief (e.g., assist in the development of the departmental Disaster Recovery Plan). Conducts department-wide and multi-Branch projects and studies related to the Section's operations and technologies new to the Department in accordance with control agency standards.
10%	Participates as an active member of the IT Branch Senior Management Team. Establishes and maintains partnerships with ITB managers, Department program executives, other government entities, and vendor partners to ensure Division and Section goals and objectives are met, and services provided are efficient, effective, accurate, and timely. Acts as Division Chief in the Chief's absence, as necessary.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%

Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist
Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist

Other: *Click here to enter text.*

Type of Environment:

☐ High Rise   ☒ Cubicle   ☐ Warehouse   ☐ Outdoors   ☐ Other**:**

Interaction with Customers:

☐ Required to work in the lobby   ☐ Required to work at a public counter
☐ Required to assist customers on the phone   ☐ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

Directly: 2- IT Supervisor II's: 1- IT Specialist II, 6- IT Specialist I's Indirectly: 9- IT Specialist I's, 8- IT Associate's

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name: *Click here to enter text.*

Supervisor's Signature: Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

	PMG Analyst Initials	Date Approved
☒ Duties meet class specification and allocation guidelines.	dmg	10/19/2021
☐ Exceptional allocation, STD-625 on file.		

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Civil Service Classification
Information Technology Manager I

Position Number
280-347-1405-003

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file